

**CANAL WINCHESTER SENIOR TRANSPORTATION PROGRAM**  
**22 South Trine Street, Canal Winchester, Ohio 43110**  
**(614) 837-8276**  
**ButtonBow@aol.com**

## **Client Guidelines**

Eligibility: All clients must have permanent residency within the Canal Winchester School District. Any client requiring assistance of any kind must be accompanied by a caregiver or companion. The drivers and transportation staff cannot provide assistance to and from the vehicle.

Senior Citizens: Clients must be age 60 or older.

**Disabled Clients under the Age of 60:** Disabled clients under age 60 may be eligible for transportation provided a physician's certification of disability is submitted at the time of application. The service may be used no more than three times each week, Monday thru Thursday, and no more than two of the trips can be for non-medical appointments. At least one trip of three in a single week must be for medical purposes. Friday service is not available to clients under age 60.

Service Area: Service is offered curb-to-curb at no cost to the client. Priority scheduling is given to medical appointments first with personal and social appointments accommodated as **(we are)** able. When feasible, clients are encouraged to select physicians or therapy services in or near Canal Winchester. Transportation **for personal appointments** will be accepted within our general service area, which is defined as approximately 20 miles around the Canal Winchester School District.

**The following rules and guidelines apply to all clients unless already specified.**

1. Anyone who wishes to use Canal Winchester's Senior Transportation Program must first complete and return a client information sheet and signed agreement. Clients will not be allowed to schedule appointments until this information has been received and approved. Submitting this information means you accept the guidelines as listed.
2. Medically necessary appointments will be given priority based on the order that the client's request for transportation is made. As the senior transportation office sometimes receives more appointment requests than can be accommodated, please make your transportation reservation as far in advance as possible to help ensure transportation.
3. Personal trips and outings (shopping, volunteering, entertainment, etc.) will only be accommodated if the schedule permits and only for locations within the general service area. Shopping and other personal trips will need to be flexible and cannot be accommodated outside the 20 mile range.
4. Non-medical standing appointments are not accepted. Please call the office each time you would like transportation. Repetitive medical appointments can be made two weeks in advance.
5. Medical and personal appointments should be scheduled between 9:00 a.m. and 2:00 pm., Monday – Friday. If return transportation is needed, please schedule your appointment early

enough in the day so that its estimated completion time is before 3 p.m. We do understand that the doctor's office may not be able to give an exact length of time for your visit and that your appointment may run past 3:00 p.m., however the drivers need to have daily transportation completed so that the vehicles are returned to the Community Center no later than 4:30. Non-medical appointments must be completed no later than 3:00 p.m.

6. When scheduling transportation, please provide your name, address and telephone number as well as the name and address of where you would like to go. You should also be prepared to provide directions if necessary.
7. If you have an idea how long your appointment will take, please let us know when scheduling your appointment. This will help staff to more efficiently schedule return trips.
8. The senior transportation office will only accept transportation appointments with a minimum of two full business days' notice. Below is the deadline to schedule appointments for each day:
  - Monday transportation appointments must be scheduled by the prior Thursday at 10 a.m.
  - Tuesday transportation appointments must be scheduled by the prior Friday at 10 a.m.
  - Wednesday transportation appointments must be scheduled by the prior Monday at 10 a.m.
  - Thursday transportation appointments must be scheduled by the prior Tuesday at 10 a.m.
  - Friday transportation appointments must be scheduled by the prior Wednesday at 10 a.m.
9. Any changes to transportation appointments must be made at least two full business days in advance. If you need to cancel, please notify the senior transportation office as soon as possible.
10. Clients should be prepared to be picked up from their home one hour before their scheduled appointment time, regardless of their destination. Clients must be ready when driver arrives.
11. Clients agree to notify the driver at the conclusion of his/her appointment to arrange for return transportation. A driver will return to the drop-off location to pick up the client for the trip home as soon as the schedule permits. As the transportation schedule is often very full, you may need to wait for the driver to return to pick you up. Therefore, you may wish to take items such as reading materials or a snack.
12. If for any reason the client will not need return transportation, the senior transportation office should be notified as soon as possible.
13. Drivers are unable to make additional unscheduled stops, e.g. "also run into the grocery for just a couple things." Our drivers have tight schedules and your unscheduled stop may make another client late for a doctor's appointment.
14. Client and driver safety is a top priority for our drivers. Therefore, drivers will not be able to transport clients when inclement weather conditions make driving dangerous. Our transportation program will close and not be available when the Canal Winchester School District has cancelled school for weather-related problems such as snow, ice or excessive fog. Weather delays will be handled at the discretion of our staff.
15. Clients must walk/wheel to and from the van and not require the assistance of driver. If assistance *of any kind* is required, the client will arrange for a caregiver age 18 or over to

accompany the client. The caregiver will assume responsibility for assisting the client to and from the van, up and down steps, shopping, opening doors, etc. Caregivers will be required to sign this form.

16. All clients will be safely secured at all times with seat belts while transported and, if necessary, floor-mounted wheelchair straps.
17. The Senior Transportation Program has been developed to provide assistance for scheduled trips and is not equipped to handle emergency calls. In an emergency situation, call 911 or a private ambulance firm for emergency transportation. Combative or seriously ill residents cannot be safely transported and must make alternate arrangements.
18. Any relevant medical condition must be communicated to the drivers or schedulers (e.g. anxiety, seizures, pain, mental confusion).
19. Wheelchairs must be of standard size. Oversized wheelchairs **DO NOT** safely fit onto the wheelchair lift. Motorized 3-wheel scooters are not permitted.
20. Our drivers are unable to pick up clients who are being released from an overnight hospital stay or same-day surgical procedure.

Should conditions exist which negatively impact client or driver safety, the Canal Winchester Senior Transportation Program reserves the right to deny service.

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**ACKNOWLEDGMENT OF RISKS, LIABILITY RELEASE  
AND INDEMNIFICATION AGREEMENT**

- I have read and understand all client rules and guidelines for use of Canal Winchester's Senior Transportation Program.
- I agree to assume any risks inherent in participating in Village of Canal Winchester or Human Services sponsored activities and programs.
- I agree to follow all facility, activity or program rules and regulations, and realize that my right to participate may be terminated for not adhering to said rules and regulations.
- I agree to hold harmless and release Canal Winchester Human Services and the Village of Canal Winchester from all claims for liability or legal responsibility for any damage or loss of any kind, including personal property or death, property damage, and economic loss, arising from my participation in the Canal Winchester Senior Transportation program.

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*Client's Signature*

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*Date*

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*Caregiver Signature (applicable)*

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*Date*

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*Senior Transportation Staff Member*

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*Date*